

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

November 3, 2005

MEMORANDUM**WHAT'S INSIDE:***Policy Clarification:*

- CD staff as mandated reporters
- Initiating contact prior to CANHU receiving a report know as "*Field Reports*"

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: PROCEDURES FOR "FIELD REPORTS" TO THE CHILD ABUSE/NEGLECT HOTLINE

DISCUSSION:

The purpose of this memorandum is to clarify policy and procedure in regard to calls to the Child Abuse/Neglect Hotline (CANHU), by Children's Division staff.

Mandated Reporters - Children's Division staff are mandated by law to call CANHU to report suspected child abuse or neglect. For Division staff this applies on a 24 hours a day, seven days a week basis, whether it is during work hours or not.

Procedure for "Field Reports" – Field Reports are reports made to the CANHU by Children's Division staff after initial contact with the family or the victim has already been made. Many situations arise which require Division staff to initiate contact with a family or victim prior to a call being made to CANHU. Examples may include, but are not limited to, the following:

- Walk-in office visit from non-custodial/non-perp parent asking for help for their abused child;
- Law enforcement calls staff to the scene of an emergency prior to calling CANHU;
- Law enforcement or other multi-disciplinary team member forgets to call in the report in a timely manner because the division has responded;
- Worker observes an injury to the child at the office and must initiate protocol to assure safety.

On June 22, 2005, system edits were established per CD Memorandum CD05-40, initiating CANHU Automation that prohibited report dates being assigned prior to receipt of the hotline call input, due to strict real time recording of calls received by the automated system. This made tracking of initial contacts difficult and in some cases caused workers unnecessary field work purely for purposes of meeting the requirements of the automated system.

Therefore, **effective immediately**, when workers are required to make a call to CANHU regarding suspected child abuse/neglect and initial contact has been made and safety assured as per policy, the workers will:

1. Contact CANHU and inform them of the need to make a **“Field Report”**;
2. Inform CANHU of the report date/time of the initial contact/notification;
3. CANHU will adhere to CANHU protocol to screen and classify the information according to CAN report criteria, response priority and track assignment;
4. Information given to CANHU *will not be accepted automatically as a CA/N report/referral as with “From” reports prior to CA/N automation*;
5. CANHU will use report date/time of the initial contact/notification given by the field staff.

NECESSARY ACTIONS:

1. Please review this memorandum with all Children’s Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:
 Randy McDermit, PDS
 573-751-8932
Randall.D.Mcdermit@dss.mo.gov

PROGRAM MANAGER:
 Kathryn Sapp
 573-522-5062
Kathryn.Sapp@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS:

[Section 2, Chapter 3.1.1](#) Procedure for *“Field Reports”*

RELATED STATUTE:

[Chapter 210 RSMo](#)

ADMINISTRATIVE RULES:

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS:

N/A

PROGRAM IMPROVEMENT PLAN (PIP):

N/A

SACWIS REQUIREMENTS:

http://dsswebp.modss.net/cs/priority_tracking/sacwis/status/20050316.xls

Intake

PN/RDM